

From: DPA EIS Helpdesk
Sent: Friday, October 26, 2001 4:15 PM
To: ALL DPA State Associates; ALL DPA Statewide Staff
Subject: Changes to the IVR Prompts
Broadcast to All DPA Staff
From
Systems Operations

In line with the move to Prospective Budgeting and Change Reporting and increased focus on the 60-Month Limit, some changes will be made to the IVR voice prompts this weekend. We want you to be aware of the changes in case clients call you with questions.

The order of some of the prompts has changed slightly and instructions for accessing some information may be a little different from past wording. The prompt referring to receiving the monthly report has been replaced by prompts allowing clients to learn when the next review or recertification is due. There is a series of prompts for accessing information about the number of TANF months used as well as a prompt that describes change reporting requirements.

We don't anticipate callers having any difficulties with the new prompts, but wanted to alert you in case you get questions about the changes.

If there are any questions or problems concerning the IVR, please contact the DPA EIS Helpdesk via "EIS Help" or eishelp@state.ak.us <<mailto:eishelp@state.ak.us>>. An updated IVR Procedure document will be sent in the near future.